MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
OCTOBER 19, 2021

COMMITTEE MEMBERS PRESENT:
MS Department of Information Technology Services   David Johnson, Chair
MS Department of Public Safety   Clay Johnston, Vice-Chair
MS Office of the State Auditor   Mark Johnson
MS Office of the Secretary of State   Mark Scutch
MS Department of Revenue   Mickey Yates

OTHERS PRESENT:
MS Department of Finance and Administration   Lisa Dunn
MS Department of Information Technology Services   Lori Adams
MS Department of Information Technology Services   Michele Blocker
MS Department of Information Technology Services   Debra Brown
MS Department of Information Technology Services   Kevin Gray
MS Department of Information Technology Services   Renee Murray
MS Department of Information Technology Services   Steve Patterson
MS Department of Information Technology Services   Katie White
MS Department of Wildlife Fisheries and Parks   Krystle Love
MS Department of Wildlife Fisheries and Parks   Michael McRae
NIC Mississippi   David Campbell
NIC Mississippi   Spencer Jones
NIC Mississippi   Drew Levanway
NIC Mississippi   Tina Wells
NIC Mississippi   Dana Wilson

Mr. David Johnson called the meeting to order.

After pointing out some minor edits made to the draft minutes initially submitted to members for review, Mr. David Johnson called for a motion to approve the minutes of the August 17, 2021 meeting if no additional changes were needed. Mr. Mickey Yates made the motion to accept the minutes as presented at the meeting. The motion was seconded by Mr. Clay Johnston and passed with none opposed.

Ms. Renée Murray presented a request submitted by the Department of Wildlife Fisheries and Parks for use of an alternate payment processor for their Online Boat Registration System payments. Mr. Clay Johnston moved to approve a twelve-month, temporary waiver to use an alternate payment processor. Mr. Mickey Yates seconded, and the motion passed unopposed.

Ms. Renée Murray presented another waiver request by the Department of Wildlife Fisheries and Parks for use of an alternate payment processor to process payments at an unmanned gas pump at JP Coleman State Park. Mr. Mark Scutch moved to approve the use of an alternate payment processor for payments made at an unmanned gas pump at JP Coleman State Park for a period of 5 years. Mr. Mark Johnson seconded, and the motion passed with none opposed.

Ms. Dana Wilson presented the Portal Highlights and Current Projects portion of the EOC reports:

- NIC MS partnered with the Commission on Judicial Performance to create an application allowing users to file Judicial Complaints with the agency online.
- NIC MS and the Mississippi Department of Agriculture and Commerce's (MDAC) Agriculture Museum launched a mobile payment solution for the Mississippi Ag and Outdoor Expo. NIC MS utilized the NIC Enterprise OnTheGo Pay Mobile Application as a solution to take payments for on-site concessions quickly and efficiently.
- The Mississippi Museum of Natural Science's Natural Heritage department worked with NIC MS to create an online payment system allowing users to quickly pay for Environmental Reviews. The system allows the agency to generate and distribute purchased reports.
- In August, NIC completed several key enhancements to the Division of Medicaid and Department of Human Services Common Web Portal. Year-to-date, the one-stop benefits portal has processed over 283,000 online applications, with 73% of those submitted via a mobile device.
- In September, the Mississippi Department of Public Safety's "Skip the Line" program was selected as an award recipient in the Center for Digital Government's annual Government Experience Awards. DPS received the prestigious recognition for the seamless use of emerging technology and people-first delivery of digital government solutions. Since its launch, the "Skip the Line" program has:
    - Reduced in-person wait time from over 2 hours to an average of 20 minutes.
    - Provided online scheduling for more than 285,000 appointments across 35 locations using the TeleGov platform.
    - Served over 5 million site visitors with more than 76% of people using a mobile device and 70% opting for text notifications.
- Ms.gov was recognized with a WebAward for Outstanding Website in September. This marks the 16th award received in 2021. To date, Mississippi's eGovernment program has been recognized with 152 national awards.
- The Mississippi Department of Wildlife, Fisheries, and Parks continues to see increasing adoption of online services. The 2021 dove season saw record opening weekend traffic with over 13,500 people visiting the NIC MS developed services over just a two-day period. In the first full week of sales, over 10,000 transactions were processed—a year over year increase of over 42%—and adoption of auto-renewals saw a significant opening week increase of over 57%.
- In September, NIC MS completed the Drupal conversion of the Department of Information Technology Services and the Department of Revenue's existing SharePoint websites. DOR's conversion was largest to-date, with the migration of over 400 pages and 7,000 documents. The new websites will allow the agencies to maintain and update content with ease through the user-friendly tools and functionality of the updated Drupal CMS.
- As one of the first state agencies to go completely paperless, the Mississippi Board of Public Accountancy (MSBPA) continues to promote their online services to licensees. In addition to the impressive 100% online renewal adoption, NIC MS worked with MSBPA to unveil its new Drupal CMS website, enhancing the digital footprint for the Board.

Ms. Wilson presented the financial reports covering activities since the last meeting.

Ms. Wilson also presented the following projects for Prioritization Approval:

PROJECT ⌃	AGENCY ⇕	TYPE OF SERVICE ⇕	FUNDING MODEL ⇕	SCORE ⇕
Facilities Rental Application	Natural Science, Museum of	Application	Self-Funded	16
MSDH Mobile Food Inspections	Health, Department of	Mobile	T&M	16
PCC Template Website	Mississippi Office of Capital Post-Conviction Counsel	Website	No Cost	13
ProMiles ExpressPass-Assessment Payment Processing	Public Safety, Department of	Payment Only	Self-Funded	9

Mr. David Johnson entertained a motion to approve the project queue and prioritization as presented. Mr. Mickey Yates moved approval. The motion was seconded by Mr. Mark Scutch. The motion passed with none opposed.

Mr. Spencer Jones presented an overview of the portal security and infrastructure. Uptime for the calendar year is 99.97%. For the past three months, uptime percentage was 99.99%.

NIC MS has completed migration of template/no-cost sites to Drupal and is currently migrating larger custom sites. NIC is forecasting Q4 2022 for complete migration.

- In process:
    - mbp.ms.gov – Board of Pharmacy
    - DOR internal – Department of Revenue
- Next in queue:
    - pers.ms.gov – Public Employees' Retirement System
    - mdrs.ms.gov – Rehabilitation Services
    - peer.ms.gov – Performance Evaluation and Expenditure Review
    - mdcps.ms.gov – Child Protection Services

A successful disaster recovery exercise with failover to the NIC Texas datacenter was completed on August 20, 2021. Forecasting next exercise for Q1 2022 following separation of .Net services and CMS websites.

All Windows and Linux security patches are up to date.

The next meeting is scheduled for December 14, 2021.

Mr. Mark Johnson made a motion that the meeting be adjourned. Mr. Mickey Yates seconded, and the motion was approved with none opposed. The meeting was adjourned.

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David Johnson, Chair   Clay Johnston, Vice-Chair